

-----Original Message-----

From: MOORE, DONNA R (AIT) [mailto:dm1254@sbcc.com]
Sent: Thursday, February 27, 2003 4:31 PM
To: 'pat.a.webb@wcom.com'
Cc: Terri' 'McMillon (E-mail); Sherry Lichtenberg (E-mail); 'Cedric Cox' (E-mail); Karen Coleman (E-mail); MOORE, DONNA R (AIT); AUSTIN, CHRISTINE (AIT)
Subject: RE: Notifications Sent In Error-WUA

Pat,

I apologize for the delayed response. To reduce the number of notifications received in error the Service Reps are coached by their managers. Also, the Safety Net Report is working as designed by SBC.

Donna Moore
Account Manager
Industry Markets
(248) 528-8325

This e-mail and any files transmitted with it are the property of SBC Communications and/or its affiliates, are confidential, and are intended solely for the use of the individual or entity to whom this e-mail is addressed. If you are not one of the named recipients or otherwise have reason to believe that you have received this message in error, please notify the sender at 248 528-8325 and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited.

-----Original Message-----

From: Pat Webb [mailto:pat.a.webb@wcom.com]
Sent: Friday, February 21, 2003 2:02 PM
To: MOORE, DONNA R (AIT)
Cc: Terri' 'McMillon (E-mail); Sherry Lichtenberg (E-mail); 'Cedric Cox' (E-mail); Karen Coleman (E-mail)
Subject: FW: Notifications Sent In Error-WUA

Donna:

What corrective action is SBC taking to ensure that WorldCom does not continue to receive notifications in error? Also, is the LSC's Safety Net Report that was recently implemented working as designed by SBC?

Pat Webb
WorldCom Carrier Management/OSS
312-260-3547

-----Original Message-----

From: MOORE, DONNA R (AIT) [mailto:dm1254@sbcc.com]
Sent: Thursday, February 20, 2003 4:07 PM
To: 'pat.a.webb@wcom.com'
Cc: MOORE, DONNA R (AIT)
Subject: RE: Notifications Sent In Error-WUA

> Pat

>

> The attached spreadsheet contains notices (completion) sent to WorldCom in

> error. Corrective action has taken place to prevent this from happening
> in the future. If you have questions, give me a call. Thanks.
>
<<Notifications Sent-WUA-021003.xls>>
>
>
> Donna Moore
> Account Manager
> Industry Markets
> (248) 528-8325
>
>
> This e-mail and any files transmitted with it are the property of SBC
> Communications and/or its affiliates, are confidential, and are intended
> solely for the use of the individual or entity to whom this e-mail is
> addressed. If you are not one of the named recipients or otherwise have
> reason to believe that you have received this message in error, please
> notify the sender at 248 528-8325 and delete this message immediately from
> your computer. Any other use, retention, dissemination, forwarding,
> printing or copying of this e-mail is strictly prohibited.
>
>